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FEB 12 1993

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WESTSTAR CABLE TV
10412 Donner
P.O. Box TV
Truckee, CA 96160-0317

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY
CANCELLED
OFFICE OF THE SECRETARY

RECEIVED

FEB 14 1993

Dear Sir:

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

As of our phone conversation today, I am stopping payment on my check #1459 for \$114.92 dated May 22, 1992. The primary reason is that it is an overcharge. Your company disconnected my cable TV service on May 18th when your last bill listed service as through June 30, 1992.

I arrived at my second home on May 22 after dropping the check in the mail at the downtown Truckee post office. I was extremely upset to find on my arrival that a notice has been posted on my doorknob listing the disconnect (with no date). This was a holiday weekend and there was no way I could use my TV or contact your office until after the holiday weekend or on Tuesday. My mail had been forwarded late and I was unable to remain over until Tuesday to talk with one of your representatives.

By requiring me to pay two \$6.00 late fees and a \$45.00 reconnect fee after this inconvenience is more than I can put up with at this time. A cost of \$12.00 late charge fee plus a \$45.00 reconnect fee (at your convenience) is much more than I feel is fair or should be expected of a service oriented company. This is too punitive. No cutoff date was given on your billing. The connections are underground and easy to access (no tree climbing). A check could easily cross in the mail if the owner is not at the address when the disconnect is done.

It is conceivable that every 75 days service could be discontinued for late payments and charges of \$57.00 would be required in order to resume services. This would exceed the cost of a regular 60 day billing (\$51.46). Obviously my check for \$114.92 could be used by your company to cover these additional costs at my expense and loss of TV viewing.

I do not choose to be "ripped off" by this exorbitant form of punitive measures by a service-oriented company. Possibly you do not have enough competition or have forgotten that satisfied customers should be your primary company objective. For now I will only pay for the costs incurred of \$79.48 and live without TV viewing until there is a change in management policy or your company reverts to other hands.

Sincerely,

Jack A. Aaron

copy to Tracy Freeman & Rodney A. Hansen

Feb 9, 1993

Dear Sir:

I am enclosing information that
will indicate to you my dissatisfaction